



NEWS RELEASE

DEPARTMENT OF WATER, COUNTY OF KAUA'I

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DOW transitions to new water meter technology island wide

LĪHU'E –The Department of Water (DOW) is transitioning to advanced water meter technology for its more than 24k customer accounts as part of the meter replacement program aimed to upgrade and replace meter equipment and improve its advanced metering infrastructure (AMI), island wide.

No customer action is required.

DOW currently utilizes an Automatic Meter Reading (AMR) technology that will be updated with newer technology and replace outdated equipment to maintain the required AMI system compatibility. This upgraded technology saves DOW time and the added expense of manually reading each meter.

As part of this transitional process, DOW's Billing Services has been performing targeted, manual meter readings based on recorded average monthly water usage. These targeted readings are for various types of meters requiring upgraded technology. As the program progresses, should you have any questions relating to your account, please contact DOW's Billing Services at 808-245-5442 or email billing@kauaiwater.org.

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